

## AGENDA

### WCESP Advisory Council Meeting

June 25, 2025 | 9:30 am – 11:00 am  
406 Justice Drive, Lebanon OH 45036 – Room 350

<https://zoom.us/j/99761232782?pwd=mUvjL0aGk5VWL2GM57SsPRLDfp5UFG.1>

Meeting ID: 997 6123 2782 | Passcode: 665783

<b>CALL TO ORDER</b>	Dave Gully
<b>INTRODUCTIONS – Jeff Moore</b>	Dave Gully
<b>APPROVAL OF MINUTES</b> ❖ February 26, 2025, Minutes (Action Needed)	Dave Gully
<b>QUARTERLY REPORTS</b> ❖ Adult Protective Services  ❖ Program Dashboard & Financial Report  ❖ Program Update Report	Kimberly Frick  Ken Wilson & Ronnie Spears  Jennifer Heck
<b>OLD BUSINESS</b>	
<b>NEW BUSINESS</b> ❖ Annual Report  ❖ Five-Year Levy Projections  ❖ Laundry Evaluation  ❖ Fixed Cost Sharing Proposal (Action Needed)	Paula Smith  Ronnie Spears  Stephanie Seyfried  Ken Wilson & Ronnie Spears
<b>HEARING THE PUBLIC</b>	Dave Gully
<b>ADJOURNMENT</b> (Action Needed)	Dave Gully

#### NEXT MEETING

September 10, 2025

**MINUTES**

**WCESP ADVISORY COUNCIL MEETING**  
**WEDNESDAY, FEBRUARY 26, 2025 @ 9:30 A.M.**

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**ATTENDANCE**

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<b><i>Members Present:</i></b>	<b><i>COA Staff:</i></b>	<b><i>Guests:</i></b>
Kendra Couch Dave Gully Jerry Harrod Don Juszczuk Matt Nolan Martin Russell Susan Walther	Ken Wilson Ronnie Spears Jennifer Lake Suzanne Burke	Kim Frick Derrico Steels
<b><i>Excused:</i></b>	<b><i>Facilitator:</i></b>	<b><i>Scribe:</i></b>
Jeff Moore	Dave Gully	Christina Adams
<b><i>Absent:</i></b>		

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**CALL TO ORDER**

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The February 26, 2025, meeting of the WCESP Advisory Council was called to order by Dave Gully at 9:30 a.m.

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**APPROVAL OF MINUTES**

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Dave Gully asked for approval of the minutes from the December 11, 2024 meeting of the WCESP Advisory Council.

**Motion:** Jerry Harrod made a motion to approve the minutes as presented.

**Second:** Matt Nolan seconded the motion.

**Action:** The December 11, 2024, minutes were unanimously approved as presented.

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**QUARTERLY REPORTS**

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***Adult Protective Services***

Kim Frick shared the Adult Protective Services report. In November 2024, there were 63 new referrals, 20 of which were opened, information was sent to six, and four were ombudsman. There were 57 new referrals in December of which 25 were opened, nine of these clients received information and one ombudsman. In January 2025, APS received 70 new referrals of which 27 were opened, 10 received information and one ombudsman. Overall, for the past three months, there were 190 new referrals with 72 of those being opened.

***Program Dashboard & Financial Report (Oct-Dec 2024)***

Ken provided an update on the fourth quarter Program Dashboard (please see handout for full details). This report is the full year of results for 2024. At the end of the 4<sup>th</sup> quarter, there were 1,981 older adults enrolled in ESP and 20 enrollments in Fast Track Home (FTH). There was a 1% growth rate in the census from 2023. There were 487 individuals enrolled in Medicaid programs which has been a significant increase over the past year. There was an increase in the cost per client in the 4<sup>th</sup> quarter due to rate

increases in several Home Care Assistance and Home Delivered Meal contracts that went into effect in October 2024.

Matt asked if a 5% increase in the cost per client is consistent with all other counties. Ken shared that this increase is consistent with other counties, and the rate increases are more typical compared to the prior two years with high inflation.

Electronic Monitoring expenses decreased by just over \$10,000. This was a result of the RFP resulting in a 20% reduction in the service rate due to a volume discount.

There were 33 new enrollments into FTH and 50 disenrollments. 44% (22 clients) transferred from FTH to ESP.

Dave asked if hospitals are more accepting of the FTH program. Ken noted that FTH is institutionalized in the hospitals, and they know the program. Due to staff turnover in the hospitals, there is a recurring need for reeducating hospital discharge planners on the FTH program.

Ronnie reviewed the 2024 financials which are actual numbers for the year (please see handout for full details). We came in under budget for the year with \$161,345 of tax levy appropriations remaining at the end of 2024 to be used for future years. All \$288,032 of Healthy Aging funds were used to offset purchased services costs.

Matt asked if we have received an analysis of the budget bill and how it effects Medicaid/Medicare numbers or if we waiting to see if/when they pass a budget? Ken noted we are waiting and there is uncertainty at this time about the impact on programs that impact older adults.

### ***Program Update Report***

Jennifer Lake reviewed the Program Update report (please see handout for full details). COA hosted a Nutrition Provider Summit in January. The main goals of this meeting was to have discussions with our nutrition providers on how to modernize the meal program, how to increase the donations to help sustain the Home Delivered Meal program, and how we can be innovative in order to grow the programs along with offering a cost savings. This was a very successful meeting with providers from all five counties.

### **2024 Provider Monitoring Summary Results**

Most of our providers demonstrated compliance with all rules and requirements. There were two providers with minor infractions; one being an adult day service provider that had issues with their kitchen. Our nutrition business relations partner was able to work with the provider to come into compliance without issue. The second was a home care agency that was missing employee training documentation. We were able to get the provider to submit their evidence of compliance without issue. Overall, the Warren County provider network is very compliant with the rules and regulations.

### **Services with a Capacity Problem**

Provider Services has identified three services that are experiencing a capacity problem. According to the contract, COA is requesting a waiver of the competitive bidding requirements so that we can bring on additional providers as needed in between the RFP calendar. The three services identified as having a capacity issue are Home Care Assistance, Environmental Services, and Minor Home Modifications & Repairs. A waiver of the competitive bidding requirements will allow us to seek out and certify agencies within these three service areas if needed based on the capacity issue(s).

Matt asked if there is a cap to the rate or if the rate cannot be higher than the RFP. Ken shared that we would not offer a rate higher than what was competitively bid. He added that this can be a good opportunity for smaller local businesses that may not respond to an RFP. Jennifer added that we obtain provider interest forms in between our scheduled release of RFPs and refer to if there is a need.

Dave asked for a motion to approve the waiver of the competitive bidding requirements for the three services with a capacity problem; Home Care Assistance, Environmental Services, and Minor Home Modifications & Repairs.

**Motion:** Matt Nolan made a motion to approve the waiver of the competitive bidding requirements for these three services with a capacity problem

**Second:** Martin Russell seconded the motion.

**Action:** It was unanimously agreed to approve the waiver of the competitive bidding requirements for the three services with a capacity problem.

### Provider Quality Report

Jennifer reviewed the Provider Quality Report (see handout for full details). There were no changes to the Warren County provider network in the fourth quarter. The Provider Quality report contains data to include the billable units by service, the market share of the provider network, and the distinct number of clients served in each service. Also included in the data are the satisfaction surveys that Care Managers complete with their clients at scheduled assessments. This data is used to monitor and maintain a level of quality with our providers. There are currently no providers in Warren County on a quality action plan. Our business relations partners review this data with providers quarterly. If a trend is found where they are underperforming, we will work with them to identify the cause and to make the necessary improvements.

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## OLD BUSINESS

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There was no old business to report.

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## NEW BUSINESS

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### *Fixed Copayment Proposal*

Ken and Ronnie shared the Fixed Copayment Proposal (see handout for details). Copayments collected are reinvested in the program to serve more older adults. Copayment collections have been declining, and COA is evaluating changes to the copayment process. Goals of the changes being considered are to simplify the process and reduce complexity, maintain or increase copayment revenue, and ensure the process addresses individual hardships appropriately. Two situations that we often run into where a client is unable to afford their copay is high out of pocket medical expenses and growing housing costs. Multiple models were tested, and the current model uses a flat fixed monthly cost versus a percentage copay. This model is being piloted with new enrollments in Hamilton County.

Dave asked how much of the program revenue comes from copays. Ken shared that it is approximately \$170K per year.

Martin asked if the pilot in Hamilton County will be long enough for us to receive feedback from clients along with pros and cons of the new model. Ken noted that adjustments are being made along the way in the pilot.

Dave asked what the typical copay amount is for an individual. Ronnie shared that in Warren County, the average copay per month is \$30.63.

Dr. Juszczuk asked how monthly copays are collected. Ken shared that a monthly invoice is sent to the client.

Dave asked what happens if a client does not pay their copayment. Ken noted that it can result in termination from the program. Often the client's case manager is involved and is aware of the reason that a client cannot pay and can assist the client with working through the hardship process.

Suzanne added that when COA has done community levy education campaigns, there is a sentiment from the public that if individuals have the ability to pay something, there should be a mechanism for them to do so.

Martin commented that the commissioners would not want to deny service due to a client who cannot pay their copay as revenue copay is so small in comparison to the overall budget (less than 3%).

Matt asked if COA receives complaints about the copay. Ken shared that we do not receive complaints but there is confusion about the current copay process.

Kim asked how COA handles cases where a client does not want to share their income. Ken noted that we do have clients that do not want to disclose their income, and they have the option to pay 100% of the cost of their services.

Ken noted that our current contract requires that we collect copays. We are proposing to improve the copayment process by moving to a fixed monthly payment. We will bring a formal proposal to the next meeting to request approval from the Advisory Council.

Matt commented that the auditor's office has access to a portal to assess homestead eligibility. He asked if COA is eligible to use this portal which could provide necessary information. Ken shared that we do not have access to this portal, but he would like to explore further.

**Action:** Ken to speak with Matt Nolan to request more information on the portal they have access to through the state department of taxation.

Ronnie reviewed the county comparison with the current copayment process, the current copayment trend and the results to date from the Hamilton County pilot.

### ***Updated Sliding Fee Scale***

Ronnie shared the Updated Sliding Fee Scale (see handout for details). This scale is adjusted to the federal poverty level guidelines and is used to determine a client's copayment, taking their income and the number of people in the household into consideration.

Dave Gully requested a motion to approve the Updated Sliding Fee Scale.

**Motion:** Martin made a motion to approve the Updated Sliding Fee Scale.

**Second:** Dr. Juszczuk seconded the motion.

**Action:** The Updated Sliding Fee Scale was unanimously approved.

### ***Conflict of Interest & Confidentiality Forms***

Conflict of Interest and Confidentiality forms were provided in member packets. These forms are required to be completed annually.

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### **ADJOURNMENT**

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With no further business to discuss, Dave adjourned the meeting at 10:21 a.m.

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### **NEXT MEETING**

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June 11, 2025



**Warren County ESP  
Program and Financial Report  
Quarter 1, 2025 (Jan - Mar 2025)**

## Highlighted Findings

### 1. Census Trends

- A. Compared to last year (Quarter 1, 2024), census decreased by -31 clients (from 1,957 to 1,926) or -1.58%.
- B. Compared to last Quarter (Quarter 4, 2024), census decreased by -55 clients (from 1,981 to 1,926) or -2.78%.

### 2. Fast Track Home Census Trends

- A. Average Length of Stay decreased by -9 days when compared to Quarter 4, 2024 (from 54 to 45).
- B. New Enrollments increased by 17 when compared Q4, 2024 (from 32 to 49).
- C. Total clients who transferred to ESP from FTH had no change in Quarter 1, 2025 (remaining at 22).

### 3. Financials

- A. Total Revenue: The amount projected to be drawn down from the levy is \$9.3 million as of the first quarter of 2025, as compared to the budgeted amount of \$9.7 million. The variance as compared to budget is under by \$419,260 or 4.3%.
- B. Total Expenses: The total expenses projected as of the first quarter of 2025 are \$9.9 million as compared to \$10.3 million in the budget. The variance as compared to budget is under by 408,989 or 4.0%.
- C. Purchase Services: The expenses for in home services are lower by \$373,103 or 4.9% as compared to budget.



# Warren County ESP

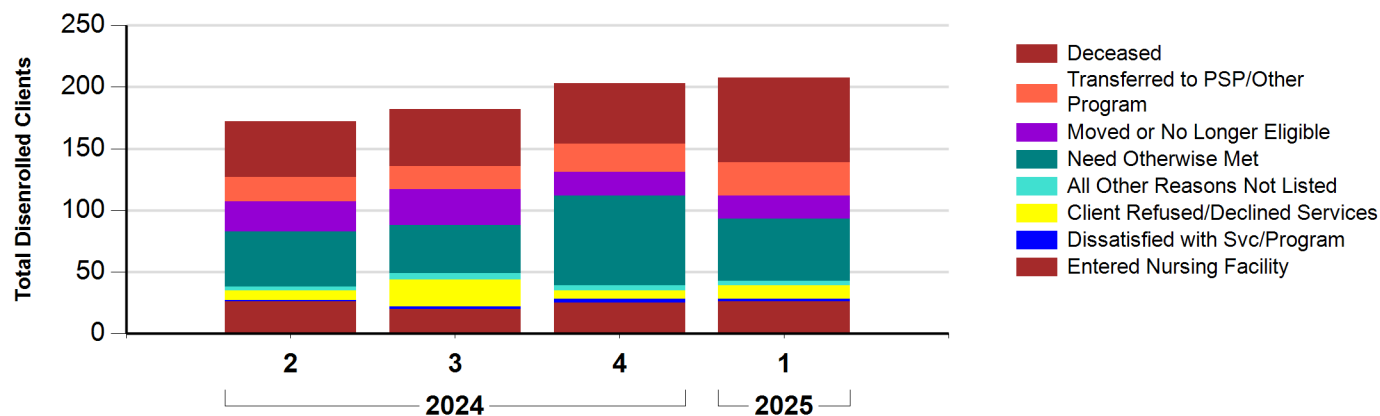
Quarter 1, 2025 (January - March 2025)

## TRADITIONAL ESP CENSUS TRENDS

Quarter-End Census by Program				
Year	2024			2025
Quarter	2	3	4	1
ESP	1,969	2,011	1,981	1,926
FTH	21	38	20	25
Medicaid Programs	454	483	487	458
Passport	63	65	71	62
Assisted Living	51	71	70	50
Molina	141	151	148	168
Aetna	199	196	198	178

Quarter-End Census, New Enrollments, and Disenrollments				
Year	2024			2025
Quarter	2	3	4	1
Quarter-End Census	1,969	2,011	1,981	1,926
New Enrollments	180	229	170	159
Disenrollments	172	182	206	209

Disenrollment Outcomes				
Year	2024			2025
Quarter	2	3	4	1
Client Refused/Declined Services	8	22	7	11
Deceased	45	46	51	69
Dissatisfied with Svc/Program	1	2	3	2
Entered Nursing Facility	26	20	25	26
Moved or No Longer Eligible	24	29	19	19
Need Otherwise Met	45	39	73	50
Transferred to PSP/Other Program	20	19	23	27
All Other Reasons Not Listed	3	5	4	4
<b>Total</b>	<b>172</b>	<b>182</b>	<b>206</b>	<b>209</b>



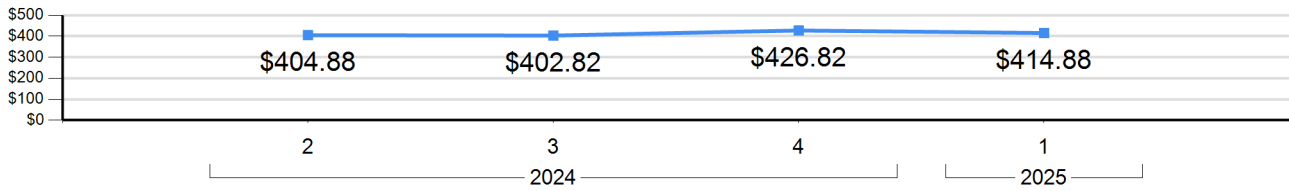


# Warren County ESP

## Quarter 1, 2025 (January - March 2025)

### TRADITIONAL ESP SERVICE TRENDS

#### Average Monthly Cost per Client



#### Distinct Clients Served by Service Group<sup>1</sup>

Year	2024			2025
Quarter	2	3	4	1
Adult Day Service	15	25	21	19
Consumer Directed Care	120	108	108	99
Electronic Monitoring	1,033	1,027	1,028	1,013
Home Care Assistance	536	563	601	625
Home Delivered Meals	1,077	1,108	1,103	1,075
Home Medical Equipment	38	41	17	15
Home Modification	42	33	34	31
Laundry Service	80	91	95	99
Other Services	29	34	38	40
Transportation	158	183	177	185
<b>All Services (Unduplicated)</b>	<b>2,137</b>	<b>2,201</b>	<b>2,187</b>	<b>2,137</b>

#### Units Billed by Service Group *Please see the notes page for unit of measure descriptions by service.*

Year	2024			2025
Quarter	2	3	4	1
Adult Day Service	184	588	439	352
Consumer Directed Care	10,177	8,706	8,240	7,220
Electronic Monitoring	3,251	3,235	2,916	2,773
Home Care Assistance	14,930	15,694	17,040	17,358
Home Delivered Meals	68,633	69,372	74,818	67,729
Home Medical Equipment	57	78	34	26
Home Modification	44	33	34	32
Laundry Service	857	748	755	794
Other Services	137	150	192	149
Transportation	1,731	1,721	1,653	1,693

#### Dollars Paid by Service Group (Purchased Services)

Year	2024			2025
Quarter	2	3	4	1
Adult Day Service	\$20,273	\$35,178	\$50,555	\$21,813
Consumer Directed Care	\$215,032	\$169,250	\$183,912	\$150,231
Electronic Monitoring	\$61,689	\$68,985	\$55,842	\$54,376
Home Care Assistance	\$427,560	\$448,489	\$503,248	\$510,839
Home Delivered Meals	\$772,060	\$779,972	\$872,673	\$785,632
Home Medical Equipment	\$14,775	\$14,555	\$5,972	\$7,509
Home Modification	\$69,371	\$69,697	\$49,094	\$44,951
Laundry Service	\$36,802	\$32,112	\$32,088	\$35,680
Other Services	\$10,255	\$13,141	\$19,138	\$15,177
Transportation	\$148,416	\$145,861	\$138,645	\$138,606
<b>All Services</b>	<b>\$1,755,959</b>	<b>\$1,777,239</b>	<b>\$1,911,166</b>	<b>\$1,764,813</b>

# Warren County ESP FTH

## Quarter 1, 2025 (January - March 2025)

### FAST TRACK HOME CENSUS TRENDS

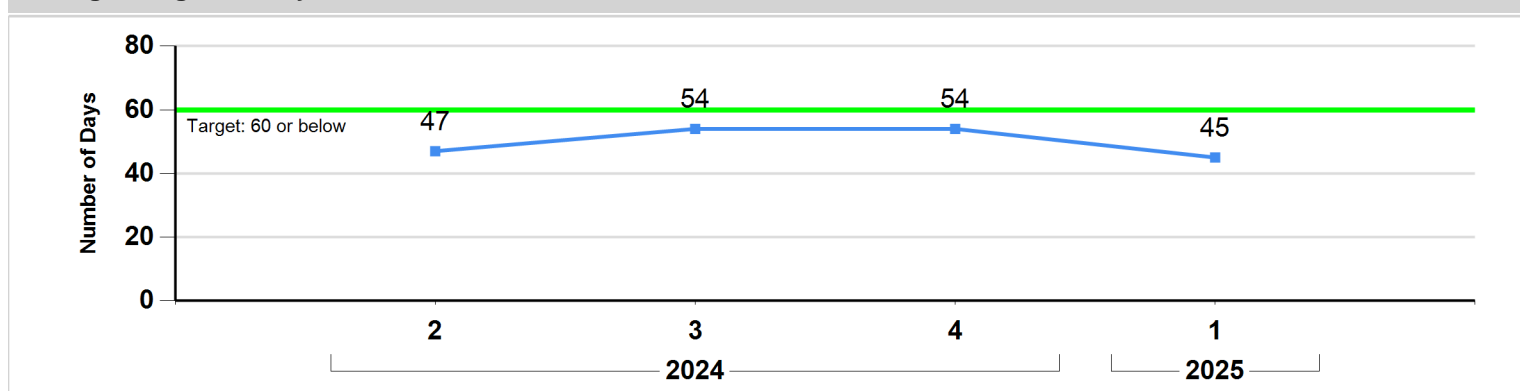
#### Total Clients Served, New Enrollments, Disenrollments

	2024			2025
	Quarter 2	Quarter 3	Quarter 4	Quarter 1
New Enrollments	42	58	32	49
Disenrollments	42	43	50	41
Clients Transferred to ESP	19	18	22	22
	45.24%	41.86%	44.00%	53.66%

#### Enrollment by Setting

	2024			2025
Enrollment Setting	Quarter 2	Quarter 3	Quarter 4	Quarter 1
Spousal Meals	3	6	1	2
Miami Valley Hospital	0	0	1	1
Community	3	0	1	1
Clinton Memorial Hospital	0	1	0	0
Mercy Hospital Network	0	1	1	1
Premier Health Atrium	2	3	2	3
The Christ Hospital	2	2	3	1
TriHealth Hospital Network	10	15	7	11
University of Cincinnati Hospital Network	7	8	4	11
Other Hospital	5	14	7	12
Skilled Nursing Facilities	7	8	3	5
Rehabilitation Facilities	2	0	1	1
Not Captured	1	0	1	0
<b>Total</b>	<b>42</b>	<b>58</b>	<b>32</b>	<b>49</b>

#### Average Length of Stay



**Warren County ESP FTH**  
**Quarter 1, 2025 (January - March 2025)**  
**FAST TRACK HOME SERVICE TRENDS**

**Distinct Clients Served by Service Group**

Year	2024			2025
Quarter	2	3	4	1
Electronic Monitoring	3	13	13	13
Home Care Assistance	0	11	12	16
Home Delivered Meals	28	40	33	28
Home Medical Equipment	5	9	4	4
Home Modification	6	7	4	4
Laundry Service	1	2	0	0
Transportation	10	7	3	3
<b>All Services (Unduplicated)</b>	<b>40</b>	<b>61</b>	<b>46</b>	<b>45</b>

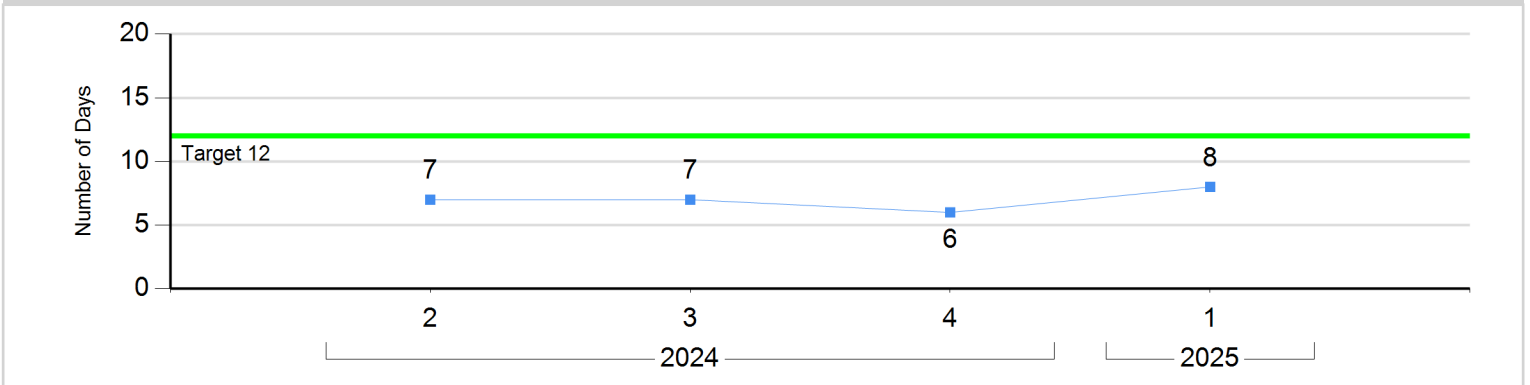
**Units Billed by Service Group** *Reference: Please see page 9 for unit of measure descriptions by service.*

Year	2024			2025
Quarter	2	3	4	1
Electronic Monitoring	4	20	21	16
Home Care Assistance	0	82	132	123
Home Delivered Meals	645	1,115	780	602
Home Medical Equipment	8	16	6	4
Home Modification	6	7	4	4
Laundry Service	2	9	0	0
Transportation	78	107	24	9

**Dollars Paid by Service Group (Purchased Services)**

Year	2024			2025
Quarter	2	3	4	1
Electronic Monitoring	\$100	\$428	\$437	\$264
Home Care Assistance	\$0	\$2,317	\$3,836	\$3,600
Home Delivered Meals	\$7,108	\$12,455	\$8,942	\$6,835
Home Medical Equipment	\$1,473	\$959	\$467	\$569
Home Modification	\$3,235	\$4,060	\$2,200	\$2,210
Laundry Service	\$88	\$401	\$0	\$0
Transportation	\$6,326	\$8,302	\$1,810	\$614
<b>All Services</b>	<b>\$18,330</b>	<b>\$28,923</b>	<b>\$17,692</b>	<b>\$14,092</b>

**Average Number of Days from Intake Call to the Enrollment Assessment<sup>1</sup>**



**Home Care Provider Network Referrals and Capacity**

Year	Quarter	#Clients in Need of HCA & CDC or AddnAide	#Clients Not Matched with a Provider	% of Clients Not Matched with a Provider	% of Clts Receiving Traditional HCA	% of Clts Receiving CDC or AddnAide
2024	2	981	221	22%	61%	17%
2024	3	970	189	19%	61%	20%
2024	4	861	208	21%	66%	13%
2025	1	1,014	148	15%	66%	19%

**Home Delivered Meals - Client Satisfaction Survey Results**

Year	2024			2025
Quarter	2	3	4	1
Overall Satisfaction	99.55%	99.44%	99.70%	99.27%
Good Choice of Meals Available	98.30%	98.70%	99.14%	97.34%

**Medical Transportation - Client Satisfaction Survey Results**

Year	2024			2025
Quarter	2	3	4	1
Overall Satisfaction	98.91%	99.12%	100.00%	99.33%
Service Returns Client Home Promptly	99.09%	98.04%	100.00%	99.26%

**Home Care Assistance - Client Satisfaction Survey Results**

Year	2024			2025
Quarter	2	3	4	1
Overall Satisfaction	94.74%	96.13%	97.13%	97.45%
Aide is Dependable	93.44%	94.44%	96.03%	97.45%

**Warren County ESP**  
**Quarter 1, 2025 (January - March 2025)**  
**MEDICARE BENEFIT COST SAVINGS**

Referrals				
Year	2024	2024	2024	2025
Quarter	Q2	Q3	Q4	Q1
Number of Members Assisted	7	8	7	7
Over the Counter (OTC)	7	7	7	7

Services Awarded				
Year	2024	2024	2024	2025
Quarter	Q2	Q3	Q4	Q1
Emergency Response Service	5	4	1	4
Medical Transportation	2	3	6	3

Total Cost Savings				
Quarter _ Year	Q2_2024	Q3_2024	Q4_2024	Q1_2025
Total Cost Savings(as of qtr. end date)	\$27,934	\$21,657	\$12,585	TBD

Total Annual Cost Savings	2024	2025
	\$91,051	TBD

# Warren County ESP

Quarter 1, 2025 (January - March 2025)

Based on Actual and Projected Revenue & Expenses as of March 31, 2025

	Annual Actual	Annual Budget	Budget Variance	Percent Budget Variance
<b>Revenue</b>				
Tax Levy Appropriations	\$9,329,189	\$9,748,448	(\$419,260)	-4.3%
<b>Federal Funding</b>				
Title III C2 - Home Delivered Meals	130,607	130,607	0	0.0%
Title III E - Caregiver Support	56,258	56,258	0	0.0%
Title III B - I&R	12,574	12,574	0	0.0%
Nutrition Services Incentive Program (NSIP)	162,318	132,522	29,795	22.5%
<b>State Funding</b>				
Alzheimer's	2,927	2,927	0	0.0%
Senior Community Services	35,359	35,359	0	0.0%
<b>Interest</b>				
Earned	16,577	16,523	54	0.3%
<b>Client Contributions</b>				
Client Donations	22,119	26,500	(4,381)	-16.5%
Co-Pays Received	165,259	180,456	(15,197)	-8.4%
<b>Total Revenue</b>	<b>\$9,933,187</b>	<b>\$10,342,176</b>	<b>(\$408,989)</b>	<b>-4.0%</b>
<b>Expenses</b>				
<b>Operating Expenses</b>				
COA Administrative	\$606,251	\$631,213	\$24,962	4.0%
Intake & Assessment	120,015	120,081	66	0.1%
Care Management	1,788,725	1,854,240	65,515	3.5%
Fast Track Case Mgmt	168,911	114,254	(54,657)	-47.8%
<b>Total Operational Expenses</b>	<b>\$2,683,902</b>	<b>\$2,719,788</b>	<b>\$35,886</b>	<b>1.3%</b>
<b>Purchased Services</b>				
Home Care Services	\$2,123,347	\$1,829,345	(\$294,002)	-16.1%
Consumer Directed Care	528,073	821,230	293,157	35.7%
Laundry Service	142,257	152,871	10,614	6.9%
Independent Living	38,307	28,480	(9,827)	-34.5%
Electronic Monitoring	218,222	206,043	(12,179)	-5.9%
Minor Home Modifications	218,722	271,533	52,811	19.4%
Major Housecleaning	10,950	21,072	10,122	48.0%
Pest Control	10,108	19,452	9,344	48.0%
Home Medical Equipment	38,864	58,051	19,187	33.1%
Home Delivered Meals	3,246,932	3,426,294	179,362	5.2%
Adult Day Service	101,914	122,373	20,459	16.7%
Adult Day Transportation	3,497	6,765	3,269	48.3%
Medical Transportation	568,091	658,879	90,788	13.8%
<b>Gross Purchased Services</b>	<b>\$7,249,285</b>	<b>\$7,622,388</b>	<b>\$373,103</b>	<b>4.9%</b>
<b>Gross Program Expenses</b>	<b>\$9,933,187</b>	<b>\$10,342,176</b>	<b>\$408,989</b>	<b>4.0%</b>
<b>Client Census</b>	<b>1,972 *</b>	<b>2,040</b>	<b>68</b>	<b>3.3%</b>
<b>Cost of Services per Client</b>	<b>305.66</b>	<b>308.55</b>	<b>2.89</b>	<b>0.9%</b>

\* actual year end census

## 1. Census Trends

- A. Quarter-End Census by Program is a client count based on a one-day snapshot of clients with a status of 'Enrolled' or 'Suspended' on the last day of the quarter. It is used as an approximation of how many clients are being served on any given day.
1. The Service Trends section shows the client count based on billing data. This shows the number of clients whom services were delivered and invoiced. Given these differences, the quarter-end census and the client count for all services will not match.
- B. New Enrollments are calculated by taking the total number of clients who have an enrollment date during the quarter and an approved care plan.
- C. Disenrollment Outcomes
1. All Other Reasons Not Listed includes: Dissatisfied with Service/Program, Refused Cost, Share/Verification, Health/Safety, and Unable to Meet Client Need.
  2. Client Non-Compliant includes: Declined Call/Visit, Delinquent Balance, Refused, Transfer to Passport/Other Program and Unable to Contact.
  3. Adding the difference between *New Enrollments* and *Disenrollments* in a given quarter to the previous *Quarter-end Census* may result in a discrepancy due to the timing of census reporting and back dating client enrollments and disenrollments.

## 2. Service Trends

- A. Average Monthly Cost per Client is based on the average monthly cost of Intake and Assessment, Administration, Care Management and Provider Services divided by the quarter-end census.
- B. Clients Served by Service Group is based on billing data. These numbers represent the unduplicated client counts within each service group and overall. The All Services client count will not equal the sum of the service group subtotals because many clients receive more than one service.
- C. Home Care includes homemaking, personal care, companion, and respite services.
- D. Other Services includes Environmental Services, Independent Living Assistance, and Adult Day Transportation.
- E. Dollars Paid by Service Group represents the total from the financial system. Clients Served and Units Billed represent when service was provided, dollars paid represents when services were paid.

## 3. FTH Census Trends

- A. Clients Enrolled in ESP is calculated by taking the clients who disenrolled from Fast Track Home within the quarter then determining the clients who have an active registration with the traditional ESP.
- B. Community Enrollment may include emergency referrals to ESP FastTrack service such as: Community Paramedicine, APS referral or other agency referral for FTH specific services.

## 4. FTH Service Trends

- A. Other Services includes Pest Control.

## 5. Unit of Measure Descriptions by Service

- A. Adult Day - Number of Days
- B. Consumer Directed Care - Number of Hours
- C. Electronic Monitoring - Number of Months
- D. Home Care - Number of Hours
- E. Home Delivered Meals - Number of Meals
- F. Medical Transportation - Number of Trips

6. **N/A:** This is displayed on a case-by-case basis, but is most frequently related to a rate or unit change. The metric should display data in subsequent quarters after the change has taken effect.

## 7. Benefit Cost Savings:

OTC Medicare cards help cover the cost of over-the-counter drugs for seniors enrolled in certain Medicare Advantage plans. Not every Medicare Advantage plan offers this benefit, and limitations vary between the plans that do.



## Warren County Program Update Report June 2025

### **Adult Day Services (ADS)**

Margaret's Heart and Restoration ADS are new ESP Providers providing both Intensive and Enhanced Adult Day services as well as transportation to clients residing in Warren County.

- Restoration Adult Day Services - 7 Triangle Park Drive, Cincinnati, Ohio 45246
- Margaret's Heart Adult Day Services - 651 Old State Route 74 Cincinnati, OH 45245

### **Electronic Monitoring Systems**

No change

### **Environmental Services**

No change

### **Independent Living Assistance (ILA)**

No change

### **Home Care Assistance (HCA)**

An HCA Partnership meeting was held 5/21/25. We were able to come together to discuss the best practices and ways to improve the HCA service. Providers came to the table with valuable questions/comments/recommendations for the program to discuss further. The meeting successfully brought together the HCA providers and COA so that we can continue to develop the HCA service to better meet current needs.

Answer Care has successfully completed a precertification review and is currently in the contracting phase to become an HCA Provider. The contract start date is tentatively scheduled to be 6/9/25.

### **Home Delivered Meals (HDM)**

No change

### **Home Medical Equipment (HME)**

On 4/16/25 Janz Medical Supply was placed on hold for new referrals due to a lack of communication and not fulfilling their current orders.

We have trained new Janz staff on the use of the CareDirector Provider Portal and the steps to complete billing. We will continue to monitor their progress

## Minor Home Modification and Repair (MHM)

No changes since the last report.

## Senior Farmers Market Nutrition Program

Senior Farmers Market applications went live April 15<sup>th</sup> with benefits available May 15<sup>th</sup> to all qualifying participants. Applications for 2025 SFMNP are online only this year in order to streamline the benefit process and allow participants to redeem benefits faster. To date, Warren County has 155 participants enrolled for benefits!

## 2025 Provider Monitoring Schedule

WARREN COUNTY ESP PROVIDER MONITORING SCHEDULE		
(Please find below the list of Warren County Providers of ESP Services and the tentative dates for annual review for 2025.)		
Warren County ESP Providers	Review Type	Tentative Review Date
A Miracle Home Care	Annual	August-25
Active Day Cincinnati	Annual	December-25
Amaramedical Health Care Services	Annual	January-25
American Ramp Systems	Biennial	November-25
Arrow Heating Cooling and Home Maintenance, LLC	Annual	November-25
Bayley Adult Day	Annual	August-25
Bernens Medical Pharmacy	Biennial	December-25
Custom Home Elevator	Biennial	August-25
Gabriel's Angels Homecare	Annual	August -25
Guardian Medical Monitoring	Biennial	November-25
Help at Home (Prime Home Care)	Annual	February-25
Home Care by Blackstone - Assisted Care by Blackstone	Annual	March-25
Home First Non-Medical	Biennial	December-25
Interim HomeStyles of Greater Cincinnati	Annual	September-25
Janz Medical Supply (formerly Mullaney's)	Annual	June-25
Kemper Shuttle (Universal Work & Power)	Biennial	January-25
LCD Home Health Agency	Annual	July-25
Mayerson Jewish Community Center	Annual	April-25
MedAdapt Ltd.	Biennial	May-25

Milt's Termite & Pest Control	Biennial	July-25
Northwest Adult Day Service	Annual	October-25
Nova Home Care Company	Annual	October-25
Otterbein Lebanon Adult Day Service	Annual	June-25
Partners In Prime	Annual	June-25
PWC - People Working Cooperatively, Inc.	Biennial	May-25
Senior Helpers of Dayton	Annual	September-25
Senior Helpers of Southern Ohio (SH of Southern Ohio)	Annual	August-25
Warren County Care Management	Annual	October-25
Warren County Community Services	Annual	February-25
Wesley/Meals on Wheels of Southwest OH & Northern KY	Annual	April-25

## 2025 Draft Request for Proposal (RFP) Schedule

COA is not proposing to issue any RFPs for 2025.

We will continue to monitor client service needs as the year progresses to determine if any additional RFPs need to be published this upcoming year.

## Services with a capacity problem:

The following services have been identified as having a capacity problem. Per section 4 (A) of our contract, COA is requesting a waiver of competitive bidding requirements so that we can recruit new providers for the following services:

1. Home Care Assistance
2. Environmental Services
3. Minor Home Modifications & Repairs



**2024**

**ANNUAL  
REPORT**

# **Warren County** *Elderly Services Program*





# Welcome

As chair of the Warren County Elderly Services Program (ESP) Advisory Council, I am pleased to share with you our program's 2024 Annual Report. In 2024, ESP, which is funded by the county's senior services tax levy, served 2,862 of our friends, neighbors and loved ones.

ESP is administered by Council on Aging (COA), the state-designated Area Agency on Aging for southwestern Ohio, including Warren County. I am proud to share that while the national home care workforce shortage has had an impact on our ability to provide some services in recent years, overall, we are serving 18% more people today than we were in 2019. This is because we have worked closely with COA to identify opportunities for innovation and cost savings, allowing ESP to serve more people.

For example, best friends Suzy and Lyrica have been looking out for each other for decades. When health problems threatened their independence, they were able to turn to FastTrack Home and ESP for the support they needed to remain independent. FastTrack Home provides temporary support during that difficult time when older adults leave a hospital or nursing home and return home to complete their recovery. With the right services in place, FastTrack Home can prevent expensive, and often traumatic, returns to the hospital. In 2024, FastTrack Home served 8% of ESP clients but accounted for only 2% of program costs. You can read Suzy and Lyrica's story in this report.

We were able to serve another 535 older adults in our county this year thanks to a \$288,032 Healthy Aging grant awarded by the state of Ohio. The grant helped offset costs for critical services delivered through ESP and provided

the opportunity to address some of the unmet needs of older adults in our county, such as technology training and home modifications.

Additionally:

- A competitive bidding process for Electronic Monitoring Service allowed COA to leverage regional volume and lower costs, resulting in \$244,507 in savings for our program.
- Following ESP's payor of last resort model, we saved \$35,400 in 2024 by helping clients access benefits provided and paid for by Medicare Advantage Plans.
- COA-led advocacy with Ohio's Common-Sense Initiative relieved regulatory burdens impacting home-delivered meals clients and providers.

I hope you'll take a few minutes to read this report and learn more about some of the work I've touched on in this letter — and more. On behalf of this advisory council and the thousands of older adults and families served by our program, thank you for your continued support of the Warren County Elderly Services Program.



**Dave Gully**  
Chair, Warren County Elderly  
Services Program  
Advisory Council

## ESP is a Community Partnership

### Warren County Commissioners

Tom Grossmann, Shannon Jones, David G. Young

### Warren County Elderly Services Program Advisory Council

Dave Gully, Chair; Dr. Don Juszcyk, Vice Chair; Kendra Couch; Jerry Harrod; Jeff Moore; Matt Nolan; Martin Russell

### Administered by Council on Aging

4601 Malsbary Road, Blue Ash, OH 45242

(513) 721-1025, (800) 252-0155 [www.help4seniors.org](http://www.help4seniors.org)

### Intake and Care Management by

### Warren County Community Services, Inc.

645 Oak St., Lebanon, OH 45036 (513) 695-2271 [www.wccsi.org](http://www.wccsi.org)





# 2024

## Client Stats

Warren County ESP clients are caught in the middle: with income too high to qualify for Medicaid, but too low to pay for private in-home care. They need help with basic activities like personal care and transportation. Between raising a family and going to work, family members help as much as they can, but ESP fills in gaps in care so our older neighbors and loved ones can continue to live independently in their homes and communities. ESP is a program that benefits our entire community.

### 2,862 Clients Served

  
66%  
FEMALE

  
34%  
MALE



50%  
LIVE ALONE



\$488  
MONTHLY  
OUT-OF-POCKET  
MEDICAL EXPENSES



86%  
AGE 70+ (11 100+)



\$2,122  
MEAN MONTHLY  
INCOME



709  
AVERAGE DAYS  
ON THE PROGRAM



# Success Stories

To read these full success stories and more,  
scan the code with your mobile device or visit  
[www.help4seniors.org/wcesp2024](http://www.help4seniors.org/wcesp2024)

## Healthy Aging grant helps fill unmet needs of Warren County older adults

In 2023, Warren County commissioners received \$288,032 from the state's Healthy Aging grant to keep at-risk older adults in their homes and communities. Council on Aging worked with county commissioners and the ESP advisory council to develop a plan to use the grant dollars to address urgent, unmet needs, including home repairs and modifications and technology assistance. COA successfully delivered the services supported by the grant, serving 535 older adults.



## Competitive bidding yields big savings for ESP

As ESP's administrator, Council on Aging's goal is to contract with the highest quality providers at the lowest possible price to serve as many individuals as possible with the tax dollars available. A competitive bidding process completed in 2024 for Electronic Monitoring Systems is yielding nearly \$244,507 in savings for Warren County ESP.



## COA-backed rule change benefits home-delivered meals clients

As the Area Agency on Aging for Warren County, Council on Aging advocates on behalf of older adults and the provider network that serves them. In 2024, after 10 years of unsuccessful advocacy with the Ohio Department of Aging, COA worked through Ohio's Common Sense Initiative to change unnecessary and burdensome rules that required a prescription for older adults to receive meals that aligned with their dietary needs.



## FastTrack Home helps "sisters" through concurrent recoveries

Spending time in the company of Warren County residents Suzy and Lyrica brings to mind the famous quote, "friends are the family you choose." The two happen to have the same last name, but that's not why they refer to themselves as "sisters." It's because they have been best friends and roommates for decades, there for each other through thick and thin. FastTrack Home and Warren County ESP are helping Suzy and Lyrica help each other in their goal to remain independent for as long as possible.



## New stairs make a big difference for ESP client

Warren County ESP and Council on Aging helped ESP client, Jacqueline, gain safe access to and from her home by repairing the stairs that provided primary access to her home. The family reported that the contractor "did a super job" and was able to customize the stairs to the height and width of the existing steps. "Having the new stairs really helps me," Jacqueline shared.





# Expenses + Revenue

## How tax dollars are spent

ESP would not exist without the generous support of voters. A county tax levy in place since 2002 provides 90% of ESP's funding. The current 1.21-mill levy was approved by 78% of voters in 2021 and was estimated at that time to cost \$29.93 per \$100,000 of property valuation annually. COA's goal is to ensure the highest quality services at the lowest cost in order to serve as many people as possible with the tax dollars available.

As the Area Agency on Aging for southwestern Ohio, including Warren County, COA leverages state and federal funding to cover 5% of ESP expenses. Additional funding comes from voluntary client donations and client co-payments.

## Revenue

Federal and State (via Council on Aging)	\$520,321
Client Donations and Co-payments	\$210,253
Healthy Aging Grants	\$288,032
Warren County Senior Services Levy	\$8,870,540
<b>TOTAL REVENUE</b>	<b>\$9,889,146</b>

## Expenses

SERVICE	CLIENTS SERVED	SERVICE UNITS	COST
Care Management	2,851	23,251 months	\$1,824,818
Home-Delivered Meals <sup>1</sup>	1,584	283,135 meals	\$3,215,143
Electronic Monitoring Systems	1,315	12,550 months	\$252,682
Home Care Assistance	758	63,242 hours	\$1,822,016
Transportation	298	7,050 one-way trips	\$602,270
FastTrack Home Care Transitions	181	323 months	\$109,393
Minor Home Repairs <sup>1</sup>	158	169 repairs	\$248,978
Consumer-Directed Care <sup>1</sup>	144	137,959 hours	\$728,849
Home Medical Equipment	129	259 items	\$50,370
Laundry Service	118	2,882 jobs	\$122,394
Independent Living Assistance <sup>2</sup>	42	300 hours	\$24,255
Adult Day Services	37	1,456 days	\$119,628
Environmental Services <sup>3</sup>	19	49 jobs	\$31,565
Overnight Respite <sup>4</sup>	10	71 nights	\$22,233
Kinship Meals <sup>4</sup>	4	708 meals	\$15,188
Adult Day Transportation	2	239	\$7,331
Administration	N/A	N/A	\$583,717
Intake and Assessment	N/A	N/A	\$108,316
<b>TOTAL EXPENSES</b>			<b>\$9,889,146</b>

## Additional Expenses

Warren County Commissioners distributed \$48,000 from the senior services levy to Warren County Department of Human Services' Adult Protective Services Unit.

<sup>1</sup> Services funded in whole or in part by Healthy Aging Grant

<sup>2</sup> Help with benefit applications and organizing personal and household records

<sup>3</sup> Pest control, major housekeeping and waste removal

<sup>4</sup> Service funded in whole or in part by Federal Older Americans Act, drawn down by Council



# What is ESP?

The Elderly Services Program (ESP) helps eligible county residents age 60 and older remain safe and independent in their homes, providing help with activities of daily living (bathing, cleaning, cooking, transportation and more), and filling gaps in care that may already be provided by family caregivers.

ESP offers flexible care to meet clients' changing needs. Eligibility and care needs are determined during an in-home assessment by a professional care manager who coordinates and monitors clients' care. Income is not an eligibility factor for ESP, but some clients have a co-payment based on their income.

The program is operated by Council on Aging (COA) via a contract with Warren County Commissioners, who appoint a board to advise on program needs and policies. Provider agencies deliver ESP services via competitive contracts with COA. In some cases, clients may hire their own service providers. Clients, caregivers and taxpayers round out the partnership. ESP is a compassionate and cost-effective alternative to nursing home care.

## Cost to Taxpayers

<b>\$407</b>	VS	<b>\$6,000+</b>
Monthly costs for ESP services		Monthly costs for nursing home care

## What is COA's Role in ESP?

COA's responsibilities for ESP in Warren County include: program development; provider management; data analysis and reporting; financial services and oversight; information technology; quality improvement; and community engagement. As a state-designated Area Agency on Aging, COA provided these additional services to county residents in 2024:

**78,165**  
requests for information and referral fulfilled

**197**  
individuals in Warren County received support to transition from one care setting to another

**725**  
Warren County residents received home- and community-based services through Medicaid-funded programs

**\$877,435**  
in Title III funding allocated to local organizations for congregate meals, legal assistance, wellness education, caregiver support, transportation and other supportive services

## WCESP Levy Projection

### LATEST COA PROJECTION: May-2025

	Year 1 2022 Actual	Year 2 2023 Actual	Year 3 2024 Actual	Year 4 2025 Proj.	Year 5 2026 Proj.	5-Year Total
<b>Revenue</b>						
Beginning Fund Balance	12,195,096	5,200,246	5,278,613	4,989,244	4,324,309	12,195,096
Levy Revenue (Cash Basis)	71,084	8,331,771	8,722,100	8,809,321	8,897,414	34,831,690
COA Levy Draw	6,939,681	8,088,921	8,870,540	9,329,189	9,794,737	43,023,067
Title III and State Funding (Accrual Basis)	706,942	755,153	483,189	400,043	400,043	2,745,371
Client Donations (Accrual Basis)	24,988	23,418	20,671	22,119	21,036	112,232
Client Co-Payments (Accrual Basis)	120,021	186,452	169,804	165,259	169,017	810,554
Interest and Other Income	1,510	23,365	19,778	16,577	9,516	70,746
Total Revenue to support ESP	7,793,143	9,077,308	9,563,982	9,933,187	10,394,350	46,761,970
Total Available Revenue (incl. previous year carryover)	13,119,642	14,520,403	14,694,155	14,402,563	13,821,336	50,765,689
<b>COA Operational Expenses</b>						
Provider Services (Accrual Basis)	5,556,303	6,610,216	7,225,770	7,249,285	7,650,543	34,292,117
Healthy Aging Grant	-	-	(288,032)	-	-	(288,032)
Information & Assistance (Accrual Basis)	92,946	95,196	108,316	120,015	123,684	540,157
Care Management (Accrual Basis)	1,573,589	1,693,370	1,824,818	1,788,725	1,844,829	8,725,331
COA Program Management (Accrual Basis)	475,638	554,014	583,717	606,251	634,397	2,854,017
FTH CareMgmt (Accrual Basis)	94,667	124,511	109,393	168,911	140,897	638,379
Total COA Operational Expenditures	7,793,143	9,077,308	9,563,982	9,933,187	10,394,350	46,761,970
APS, Auditor/Treasurer/State Fees	98,942	134,818	140,929	145,067	149,329	669,085
WCCS Senior Isolation Program	27,311	20,004	-	-	-	47,315
Total Levy Expenditures	7,919,396	9,232,130	9,704,911	10,078,254	10,543,679	47,478,370
Actual & Estimated Fund Balance	\$ 5,200,246	\$5,278,613	\$4,989,244	\$4,324,309	\$ 3,277,658	3,277,658
Year Ending Client Census	1,887	1,985	2,001	1,972	1,996	
Estimated Clients served during the year	2,655	2,816	2,862	2,851	2,822	

#### Assumptions:

- 1) Traditional ESP census is based on linear trend projections; current market penetration level is 32%; growth 1 clients/month in 2025 and 2 clients/month in 2026; FTH Census is projected to be 26/month on average, based on trailing 12 months average; previous projections was at 25/month
  - 2) Title III and State Funding included additional funding due to ARPA in 2022-2024. In 2025 and 2026 TIII revenues also reflect reductions in NSIP funding.
  - 3) 2024 Levy Revenue was updated to the amount provided by county auditor for 2024 collections: \$8,722,100 - 2025 and 2026 are estimated at 1% increase each year
  - 4) Case Management PMPM rate for 2025 used is \$77.42 PMPM; 2026 rate increase is 3%. Care Director usage (\$10,719/quarter) is included in Case Management in 2025 and 2026
  - 5) Intake is projected based on actual costs, budgeted costs for 2025 and a yearly increase of 3%
  - 6) HCA rates calculated based on CPC; each October RFP rate increase percentages are being applied to CPC;
  - 7) HDM rates were calculated based on CPC; each October RFP rate increase percentages are being applied to CPC;
  - 8) EMRS RFP in 2024 has successfully reduced rates by 20%, beginning with Oct 2024, which is reflected in lower cost actual and projected
  - 9) WCCS Senior Isolation program funding of \$60,000 was removed from the 2024, 2025 and 2026 projection
- In 2024, COA has received the Healthy Aging grant, in the amount of \$288,032, which is the amount allocated to Warren County. COA used this grant to reduce the Provider services cost to the county, and in effect have a lower Admin cost base, which reduced the Program Management cost to the county.

Laundry Program Service Evaluation  
Council on Aging of Southwestern Ohio

## **Executive Summary**

The purpose of the evaluation was to assess the cost-effectiveness of implementing a laundry delivery service for older adults compared to hiring home health aides to assist with laundry tasks. Key findings indicate the laundry delivery service provided substantial cost savings while effectively meeting the needs of care recipients. By offering an alternative solution amid the ongoing shortage of paid home health aides, this program has demonstrated a practical, scalable approach to addressing essential daily living tasks for older adults, contributing to both financial efficiency and client satisfaction.

Council on Aging of Southwestern Ohio (COA) collaborated with laundry service providers, including Happy Nest, Queen City Laundry, and The Laundry Spot, leveraging their geographic coverage and operational efficiency. Costs ranged from \$1.90 to \$2.50 per pound, significantly undercutting the \$25.52 per hour cost of home health aide-assisted laundry. The pilot program has expanded across Hamilton, Butler and Warren counties, serving 240 clients as of December 31, 2024. Without this service alternative, quarterly laundry costs would exceed \$146,995.20, highlighting its fiscal efficiency. By replacing home health aide-assisted laundry with the laundry delivery program, COA has achieved substantial savings, totaling \$265,851.80:

- \$79,871.20 in Quarter 3 (2023)
- \$63,396.20 in Quarter 4 (2023)
- \$73,353.20 in Quarter 1 (2024)
- \$49,231.20 in Quarter 2 (2024)

Furthermore, client satisfaction is high regarding the laundry service program. Through an eight-question telephonic survey, 97.7% of participants interviewed expressed total satisfaction with the program, highlighting its impact on their daily lives and overall convenience.

## **Background and Context**

COA began piloting a laundry delivery service in April 2022 as part of its FastTrack Home program in Hamilton County. Funded by the county's senior services levy tax, this initiative was launched in response to the growing shortage of home health aides, exacerbated by the COVID-19 pandemic and a broader decline in home health and personal care aides, who have left the field for other opportunities. With 55% of clients in Hamilton and Warren counties unmatched with a homecare provider, COA sought to find innovative solutions to meet their needs. Often, older adults do not need a home health aide to perform all tasks for them. Rather, they might need specific tasks completed weekly or at regular intervals due to a lack of transportation or chronic pain. Home care services, while valuable, can be expensive when used solely for a task like laundry, creating an opportunity for more specialized, cost-effective solutions. Hence, the laundry delivery service program was created to aid older adults who need help, but not full-time home care services.

COA conducted research on local companies offering laundry delivery services. While many companies specialize in commercial services, few cater to residential clients. COA identified Happy Nest, a national laundry delivery service, which partners with local laundromats to provide services based on geographic areas determined by zip codes. Happy Nest's model requires clients to physically place their laundry in a bag for outside pickup and delivery.

Happy Nest created a "parent account" for COA, allowing COA to send client information using a general template, with Happy Nest managing the account activities. In late September 2022, the pilot program expanded to include Elderly Services Program (ESP) clients in Hamilton and Warren counties. At the time, COA also contracted with Queen City Laundry, another laundry delivery provider serving most of Hamilton County. The average cost of Happy

Nest's service is \$1.90 per pound, while Queen City Laundry's average cost ranges from \$2.37 to \$2.49 per pound, with pricing dependent on the client's zip code. Most recently, COA has contracted with The Laundry Spot, a provider primarily serving Butler County, costing \$2.50 per pound.

- **Happy Nest:** \$1.90 per pound (serving Butler, Hamilton and Warren counties)
- **Queen City Laundry:** \$2.37 - \$2.49 per pound (primarily serving Hamilton County)
- **The Laundry Spot:** \$2.50 per pound (primarily serving Butler County)

While it may seem like a basic, mundane task, regular laundry service is vital for older adults who cannot manage the task on their own. Laundry can be a physically demanding task, impacted by the volume of work to be done and the location of the laundry appliances within the older adult's home. Without proper support to complete the task, these individuals may experience a decline in their personal hygiene (especially those with incontinence issues), discomfort or even health complications. Additionally, the absence of assistance could increase their likelihood of needing more intensive care services or entering long-term care facilities prematurely. By providing targeted help with laundry, this program helps older adults maintain their independence and quality of life, preventing or postponing further functional decline.

Moreover, this laundry service program frees up time for paid home health aides to focus on more important tasks while in the home and even to redirect this limited workforce to clients who have more intensive and varied care needs.

## **Methodology**

The comparison between the laundry delivery service and home health aide-assisted laundry was conducted using a structured methodology that focused on key service models and

performance metrics. The two models compared were: (1) *a third-party laundry delivery service that manages the full laundry process, including pick-up, washing, folding, and delivery to the client*, and (2) *a home health aide (or other paid home health aide) who provides in-home laundry services as part of their broader caregiving responsibilities*. Key metrics used to evaluate these models included the cost per week and per month for each service. Additionally, the time home health aides spent on laundry tasks was compared to the operational efficiency of the delivery service. Finally, participant satisfaction rates were assessed to determine the overall impact of each model on the quality of care provided. These metrics provided a comprehensive evaluation of the cost-effectiveness, time efficiency and client satisfaction associated with each approach.

## **Cost Analysis**

### Laundry Service Providers

#### *Happy Nest*

- Cost per Pound: **\$1.90**
- Average Load Size: **6.5 pounds** (average of 6-7 pounds)
- Direct Cost per Load: **\$12.35**
- Total Cost per Month (assuming 4 loads per month): **\$49.40**

#### *Queen City Laundry*

- Cost per Pound: **\$2.37 - \$2.49**
- Average Load Size: **6.5 pounds**
- Direct Cost per Load:
  - Low Estimate: **\$15.40**

- High Estimate: **\$16.19**
- Total Cost per Month (assuming 4 loads per month)
  - Low Estimate: **\$61.60**
  - High Estimate: **\$64.74**

#### *The Laundry Spot*

- Cost per Pound: **\$2.50**
- Average Load Size: **6.5 pounds**
- Direct Cost per Load: **\$16.25**
- Total Cost per Month (assuming 4 loads per month): **\$65.00**

#### Paid Home health aide

- Average Wage: **\$25.52**
- Laundry Task Duration: **2 hours**
- Direct Cost per Load: **\$51.04**
- Total Cost per Month (assuming 4 loads per month): **\$204.16**

#### Outcome

The laundry delivery service saves approximately:

- **\$142.76/month** when using Happy Nest.
- **\$130.52 - \$127.60/month** when using Queen City Laundry.
- **\$139.16/month** when using The Laundry Spot.



	Happy Nest	Queen City Laundry	The Laundry Spot	Paid Home Health Aide
<b>Cost per Pound</b>	\$1.90	\$2.37-2.49	\$2.50	N/A
<b>Average Load Size</b>	6.5 pounds	6.5 pounds	6.5 pounds	N/A
<b>Direct Cost per Load</b>	\$12.35	\$15.40-16.19	\$16.25	\$51.04
<b>Total Cost per Month</b>	\$49.40	\$61.60-64.74	\$65.00	\$204.16
<b>Savings vs. Paid Home Health Aide</b>	\$142.76	\$127.60-130.52	\$139.16	N/A

## 2023-2024 Data

In Hamilton County, information for the program begins in Quarter 3 of 2023 with 112 clients, spending \$44,987. Client numbers increased to 149 in Quarter 4, with spending rising to \$57,296. In 2024, Quarter 1 saw a slight reduction to 143 clients, with spending at \$47,961, and in Quarter 2, the client base decreased further to 133, with expenses rising to \$54,395.

In Butler County, the program started modestly with just 2 clients in Quarter 3 of 2023, spending \$2,440. By Quarter 4, the program expanded to 12 clients, spending \$5,576. Growth continued in 2024 with 18 clients in Quarter 1 and spending of \$4,777, followed by an increase to 27 clients and a spending rise to \$6,567 in Quarter 2.

Warren County launched with 45 clients in Quarter 3 of 2023, spending \$19,697. The program expanded to 62 clients in Quarter 4, with spending at \$20,727. In 2024, the client count

rose to 72 in Quarter 1, with spending at \$20,904. Quarter 2 saw the highest increase, with 80 clients and spending reaching \$36,802.

The table provided illustrates the data in client numbers and spending, showing significant growth in both metrics across all counties.

	Hamilton County Clients	Hamilton County Spending	Butler County Clients	Butler County Spending	Warren County Clients	Warren County Spending
Q3 (2023)	112	\$44,987	2	\$2,440	45	\$19,697
Q4 (2023)	149	\$57,296	12	\$5,576	62	\$20,727
Q1 (2024)	143	\$47,961	18	\$4,777	72	\$20,904
Q2 (2024)	133	\$54,395	27	\$6,567	80	\$36,802

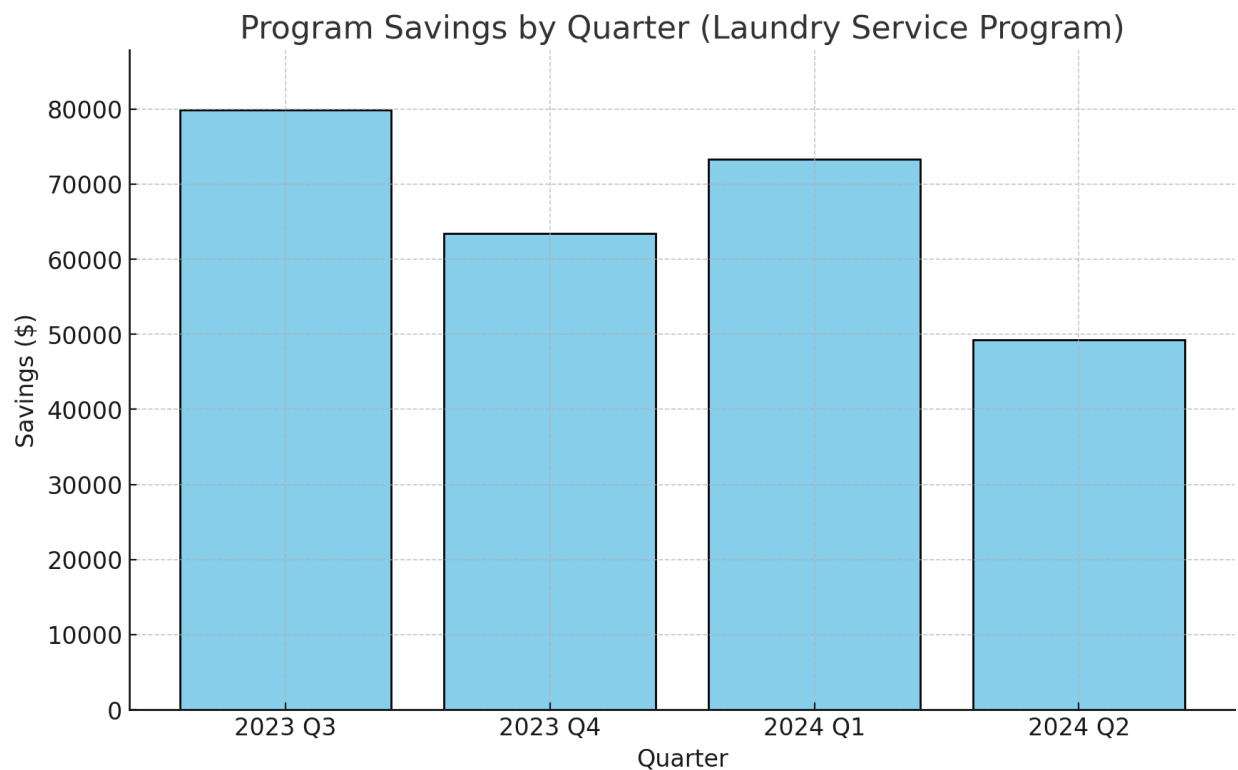
### Total Savings

There are approximately 240 clients enrolled in the Elderly Services Program's laundry service delivery program, across three counties. Without this program, a paid home health aide would be required to perform laundry services for these clients. Under current guidelines, home health aides are allotted up to 2 hours weekly for off-site laundry tasks, earning \$25.52 per hour, which totals \$51.04 per client per week.

If each of the 240 clients received weekly laundry assistance from a home health aide, the program would incur costs of \$12,249.60 weekly. On a monthly basis, this would amount to

\$48,998.40. Extrapolated over a quarter, the expenses would reach \$146,995.20, or \$587,980 over the year.

Utilizing the laundry service delivery program, the Elderly Services Program saved approximately \$79,871.20 for Quarter 3 (2023), \$63,396.20 for Quarter 4 (2023), \$73,353.20 for Quarter 1 (2024), and \$49,231.20 for Quarter 2 (2024). By operating the laundry service delivery program, the Elderly Services Program effectively offsets these costs, reducing quarterly spending substantially compared to the alternative of using home health aides to provide this service. It demonstrates significant program savings while maintaining essential support for older adult clients across Hamilton, Butler and Warren counties.



### **Non-Cost Analysis**

The non-financial benefits of both laundry delivery services and home health aide-assisted laundry programs significantly enhance the overall value provided to clients. Laundry

delivery services offer convenience through a streamlined pick-up and drop-off process, freeing up time for home health aides to focus on other tasks or to serve clients with more intensive needs. home health aide This service not only facilitates independence, but also serves as a preventive measure, reducing the need for additional home care assistance.

In contrast, home health aide-assisted laundry may provide some level of personalized support; however, clients are responsible for the costs associated with laundry supplies, such as detergent and dryer sheets, along with the costs of washing and drying. This financial responsibility can place an additional strain on clients, potentially limiting their ability to afford necessary resources. Therefore, while home health aide-assisted laundry may offer direct support, it is essential to consider the cumulative cost of laundry-related expenses, highlighting the potential financial strain on clients compared to the streamlined, cost-effective approach of laundry delivery services.

### **Satisfaction and Quality of Services**

Sixteen older adults, all utilizing Queen City Laundry, were selected at random to participate in a telephonic, eight-question survey designed to evaluate the laundry program's services. The questions gauged how reliable the service is, the convenience of the service, and if the service allows participants to remain independent at home. Out of the 16 participants, 11 older adults responded, resulting in a response rate of 68.75%. Among the respondents, 97.7% expressed satisfaction with the program, highlighting its impact on their daily lives and overall convenience. The high satisfaction rate underscores the program's effectiveness and its positive reception among the participants. The only complaint recorded from the survey respondents was “white clothing does not come back as bright white anymore,” and the client felt the laundromat could use more bleach.

### Key Quotes from Respondents

#### **Accessibility:**

- "I had back surgery, and this service allows me to avoid going up and down stairs, bending, crouching, falling, etc."

#### **Special Needs and Care:**

- "Without the service, I would have nothing clean to wear. I also have sensitive skin, and they asked what powder and detergent to use, along with the dryer sheets, just so my skin won't be irritated."
- "I had a stroke and was able to go home, but I was unable to do laundry due to loss of function. This service allowed me to be home. I think having this service is better than having a home health aide due to the caregiving staffing shortages."

#### **Service Satisfaction:**

- "I can't raise my arms past my waist, so this is a great service for me. They literally put the clothes in my closet for me, and they don't accept tips. It really takes the edge off everything, I would do a free commercial for them."

#### **Program Preference:**

- "I would prefer the laundry service over the home health aide due to a home health aide not being as efficient."

#### **Conclusion**

COA's laundry service program has proven to be an innovative and cost-effective solution, addressing the unique needs of older adults while alleviating home health aide burdens. By leveraging partnerships with professional laundry providers, the program has demonstrated substantial financial savings, operational efficiency and overwhelmingly positive client

satisfaction. With a 97.7% satisfaction rate among survey respondents and over \$250,000 saved in utilizing the service, the program has reinforced its role in enabling older adults to maintain their independence and quality of life and in helping COA serve as a good steward of taxpayer dollars.

This initiative highlights COA's commitment to adapting to the challenges posed by workforce shortages and evolving care needs. By focusing on specialized support rather than comprehensive caregiving, the laundry service program offers a scalable model for meeting essential needs in a resource-efficient manner. As the program continues to grow and evolve, it sets a precedent for innovative approaches in aging services, ensuring older adults receive the assistance they need while preserving their dignity and autonomy.

## **Fixed Cost Sharing Proposal – Warren County ESP June 2025**

### **Background:**

The Council on Aging has evaluated changes to improve the cost-sharing process over the past two years. Our agreement with the county requires that older adults above a certain income threshold share in their service costs. All collected payments are reinvested in the program to provide more services. However, collections have been flat or declining. Scripps Gerontology evaluations suggest considering changes to the process for simplification.

The goals are:

1. Simplifying the process,
2. Maintaining or increasing cost sharing revenue,
3. Appropriate cost sharing amount that addresses economic hardships

### **The Current Process:**

Cost sharing is determined by the case manager during the in-home assessment. Income and expenses are reviewed and inputted into the Care Director system, and a cost sharing % is calculated. A monthly invoice is mailed from COA to the client for payment. 100% of the payments are re-invested into the ESP program as another source of revenue that allows us to serve more county residents.

With this proposal, this process will largely remain the same, but with streamlined steps and improved calculation methodology to ensure a proper cost share amount based on their economic means to contribute towards the cost of the services they are receiving.

### **The Current Model:**

1. The cost sharing amount that clients pay represents a percentage of actual costs applied to payments made to providers. This process results in substantial monthly fluctuations in invoice amount due to various factors.
2. The basis for the cost sharing model is rooted in the federal poverty guidelines, starting at 150% of poverty and increasing to 400% and above at 5% increments.
3. The calculations are hard-coded into Care Director, making it challenging to quickly determine the bill amount for discussion purposes at the time of enrollment.
4. Does not contemplate hardships related to the cost of housing.

5. 100% of out-of-pocket medical expenses are deducted from income.
6. Liquid assets (savings, IRA, investments, etc.) are not considered in the cost sharing calculation. The cost sharing amount is based only on monthly income minus any ongoing medical expenses.
7. The cost sharing amount is established upon program enrollment and evaluated annually and every time the service plan is modified.

### **The Proposed Model:**

1. The cost share amount that clients pay is a flat predictable amount.
  - a. The change is going from a variable amount to a fixed amount.
  - b. This addresses many of the current issues.
  - c. Predictable amount works better for older adults living on a fixed income, is more understandable, and easier to collect.
2. The basis for the cost sharing model is identical with the exception of 10% increments instead of 5%. See attached table.
  - a. Minor change that decreases the number of steps from 20 down to 10.
3. The calculations are made in an excel workbook that includes skip logic so that information that doesn't impact the cost sharing amount is not requested.
  - a. Process change that saves time.
  - b. Expedites program enrollment with clarity about cost share amount.
  - c. Easily modified on the fly as the care manager talks to the family about increasing or decreasing a service, adding a housing hardship, etc.
  - d. Future adjustments to factors and thresholds can easily be modified.
4. Allows for the deduction of excessive (above 25% of income) housing expenses that includes rent, mortgage, and property taxes.
  - a. Added factor that addresses approximately 10% of applicants who have an excessive amount of their income spent on housing costs.
  - b. Housing affordability is an increasing economic issue with older adults.
  - c. 10% of applicants in the pilot had a housing expense deduction.
5. Deducts medical expenses that are in excess of 7.5% of income.
  - a. This reduces the amount of time spent collecting medical expense information and only focuses on those (7%) who have excessive expenses.



- b. 7% of applicants in the pilot had a medical expense deduction.
- 6. Liquid assets (savings, IRA, investments, etc.) that are above 6 months of nursing home care (\$55,800) are calculated into the cost share. 10% of the asset value above \$55,800 is applied to the monthly income.
  - a. Added factor for ~10% of applicants who have sufficient liquid assets available to pay for living expenses and services.
  - b. 10% of applicants in the pilot had an asset adjustment.
  - c. Older adults with sufficient savings should contribute toward the cost of their services.
- 7. The cost sharing amount is established upon program enrollment. It is only re-evaluated when there is a significant change event such as an additional service, or in the rare event that there is a new source of income or assets.
  - a. Significant savings in administrative time and effort. The cost sharing amount is locked in for the time they are enrolled in the program. Only adjusted when there is a significant change in services or income.

**Proposed Implementation:**

- Explore the feasibility of utilizing the database available to county Auditors to look up adjusted gross income based on tax returns.
- Fall 2025 implementation after CareDirector build and staff training.
- All existing cost sharing clients would be converted into a fixed amount based upon their current average monthly cost sharing bill.
- The new process and calculation would apply to all new program enrollments starting Fall 2025.

The existing pilot with this proposed cost sharing model has not generated complaints or problems with new enrollments.

**Case Examples from the pilot results:**

- 54% of the new enrollments did not have any cost share because their monthly income was below \$2,042 (one person) \$2,761 (two person) per month.
- Mr. S has \$6,334 in monthly income, and lives with his wife. He does not have any assets, or hardship with housing or medical expenses. He receives home

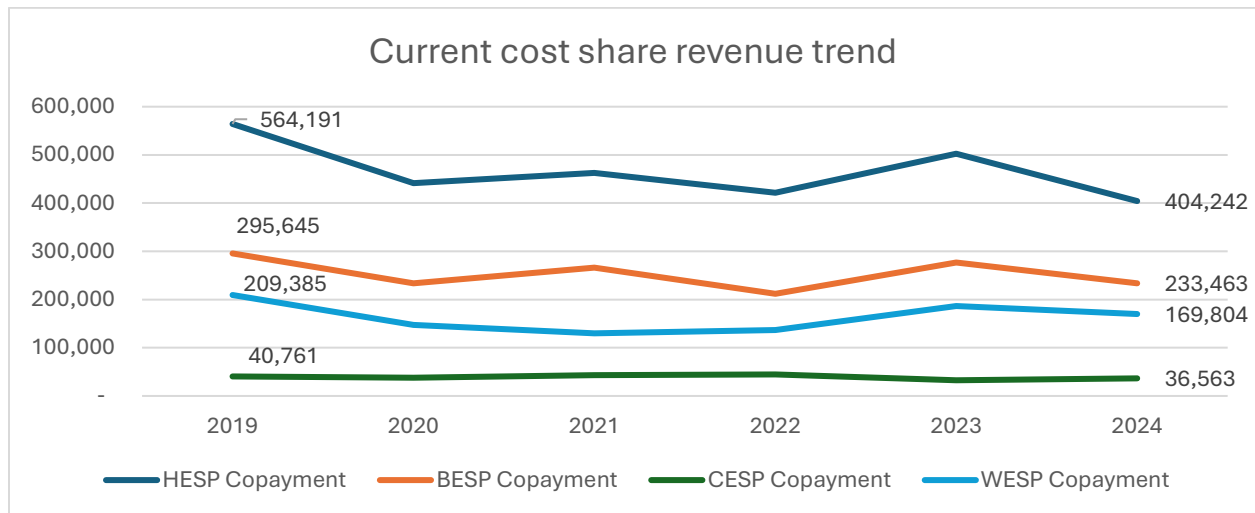
care assistance and medical transportation. His care plan authorization is \$526 per month, and his monthly cost share is **\$201.23**.

- Mr. C has \$2,856 in monthly income, \$120,000 in (assets) in his bank accounts, and lives alone. He receives home care assistance, and an emergency response service for a care plan authorization of \$570.65 a month. His monthly cost share amount is **\$257.99**, which is adjusted \$103.19 higher because of his assets.
- Mrs. P has \$5,068 in monthly income, does not have any assets, and lives with her spouse. She receives home care assistance and medical transportation at a monthly authorization of \$755.31. She has extensive out of pocket medical expenses which deducts \$1,338 per month from her income. Her monthly cost share is **\$166.38** per month which is \$166 less because of her medical expense hardship deductions.
- Mrs M. has \$1,921 in monthly income and lives alone. She has \$530,000 in assets. She receives home care assistance with a care plan cost of \$546.65. Her monthly cost share is **\$491.99**. Without the assets, she would not have any cost share.

### Supplemental Data:

County Comparison with Current Cost Share process:

County:	% w/ cost share:	Avg amount / month:	Annual Revenue:
Butler	35.1%	\$26.41	\$233,463
Clinton	33.9%	\$33.09	\$36,563
Hamilton	25.6%	\$56.15	\$404,242
Warren	33.7%	\$30.63	\$169,804
<b>Total:</b>	30.4%	\$36.57	\$844,072



**Results to date (Hamilton County Pilot):**

Category:	Baseline:	New Scale:	Implication
% with a cost share	26%	46%	Higher Revenue
Avg monthly amount collected	\$56.15	\$114.46	Higher Revenue
% with asset adjustment	2%	11%	Improved calculation, Higher Revenue
% clients with medical deduction*	43%	7%	More efficient and Higher Revenue
% clients with housing expense deduction*	0.9%	10%	More efficient, Lower Revenue,
% who have tax filing	NA	32%	Lower Effort and Accuracy

*\*These %s are dropping b/c of some adjustments to improve the process beginning in mid-January 2025.*

	1 Person		2 People		3 People		4 People		5 People	
<i>FPL (100%)</i> >>>	\$ 15,650		\$ 21,150		\$ 26,650		\$ 32,150		\$ 37,650	
Copay	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
<b>0%</b>	\$ -	\$ 2,042	\$ -	\$ 2,761	\$ -	\$ 3,478	\$ -	\$ 4,196	\$ -	\$ 4,913
<b>10%</b>	\$ 2,043	\$ 2,385	\$ 2,762	\$ 3,224	\$ 3,479	\$ 4,062	\$ 4,197	\$ 4,900	\$ 4,914	\$ 5,738
<b>20%</b>	\$ 2,386	\$ 2,729	\$ 3,225	\$ 3,689	\$ 4,063	\$ 4,648	\$ 4,901	\$ 5,607	\$ 5,739	\$ 6,566
<b>30%</b>	\$ 2,730	\$ 3,074	\$ 3,690	\$ 4,155	\$ 4,649	\$ 5,234	\$ 5,608	\$ 6,314	\$ 6,567	\$ 7,394
<b>40%</b>	\$ 3,075	\$ 3,418	\$ 4,156	\$ 4,620	\$ 5,235	\$ 5,821	\$ 6,315	\$ 7,022	\$ 7,395	\$ 8,223
<b>50%</b>	\$ 3,419	\$ 3,762	\$ 4,621	\$ 5,085	\$ 5,822	\$ 6,407	\$ 7,023	\$ 7,729	\$ 8,224	\$ 9,051
<b>60%</b>	\$ 3,763	\$ 4,106	\$ 5,086	\$ 5,550	\$ 6,408	\$ 6,993	\$ 7,730	\$ 8,436	\$ 9,052	\$ 9,879
<b>70%</b>	\$ 4,107	\$ 4,451	\$ 5,551	\$ 6,016	\$ 6,994	\$ 7,580	\$ 8,437	\$ 9,144	\$ 9,880	\$ 10,708
<b>80%</b>	\$ 4,452	\$ 4,795	\$ 6,017	\$ 6,481	\$ 7,581	\$ 8,166	\$ 9,145	\$ 9,851	\$ 10,709	\$ 11,536
<b>90%</b>	\$ 4,796	\$ 5,139	\$ 6,482	\$ 6,946	\$ 8,167	\$ 8,752	\$ 9,852	\$ 10,558	\$ 11,537	\$ 12,364
<b>100%</b>	\$ 5,140	\$ 9,999,999,999	\$ 6,947	\$ 9,999,999,999	\$ 8,753	\$ 9,999,999,999	\$ 10,559	\$ 9,999,999,999	\$ 12,365	\$ 9,999,999,999